

Older Adult Consumer Perception Survey Data - Bay Area Region - May 2007

Total Number of RECEIVED Surveys

		Frequency
Valid	May 2007	1461

Total Number of COMPLETED Surveys

		Frequency
Valid	May 2007	885

If the instrument is not completed, the PRIMARY reason must be indicated.

		Frequency	Valid Percent
Valid	Refused	168	31.3
	Impairment	98	18.3
	Language	184	34.3
	Other	86	16.0
	Total	536	100.0
Missing		40	
Total		576	

Demographic Data

Gender

		Frequency	Valid Percent
Valid	Female	489	55.9
	Male	386	44.1
	Total	875	100.0
Missing		10	
Total		885	

Ethnicity

		Frequency	Valid Percent
Valid	African American	83	9.9
	Asian/Pacific Islander	122	14.6
	Hispanic	104	12.4
	Native American	8	1.0
	White	457	54.5
	Other	31	3.7
	More than 1 race	33	3.9
	Total	838	100.0
Missing		47	
Total		885	

Age Category

	Frequency	Valid Percent
Valid 60 - 69 years old	661	75.5
70 - 79 years old	176	20.1
80 - 89 years old	37	4.2
90 - 99 years old	1	.1
100 years and older	1	.1
Total	876	100.0
Missing	9	
Total	885	

Service-Related Data

How long have you received services here?

	Frequency	Valid Percent
Valid This is my first visit here	7	.9
> 1 visit, but < one month	5	.6
1 to 2 months	50	6.3
3 to 5 months	44	5.6
6 months to 1 year	75	9.5
More than 1 year	609	77.1
Total	790	100.0
Missing	95	
Total	885	

What was the primary reason you became involved with this program?

	Frequency	Valid Percent
Valid I decided to come in on my own	256	34.4
Someone else recommended that I come in.	444	59.6
I came in against my will.	45	6.0
Total	745	100.0
Missing	140	
Total	885	

Were the services you received provided in the language you prefer?

	Frequency	Valid Percent
Valid No	19	2.6
Yes	703	97.4
Total	722	100.0
Missing Unknown	163	
Total	885	

Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?

		Frequency	Valid Percent
Valid	No	48	6.6
	Yes	681	93.4
	Total	729	100.0
Missing	Unknown	156	
Total		885	

Language of instrument

		Frequency	Valid Percent
Valid	Chinese	27	3.1
	English	808	91.5
	Russian	3	.3
	Spanish	45	5.1
	Total	883	100.0
Missing		2	
Total		885	

Who helped in completing the Survey?

I did not need any help.

		Frequency	Valid Percent
Valid	No	410	46.3
	Yes	475	53.7
	Total	885	100.0

A mental health advocate / volunteer helped me.

		Frequency	Valid Percent
Valid	No	834	94.2
	Yes	51	5.8
	Total	885	100.0

Another mental health consumer helped me.

		Frequency	Valid Percent
Valid	No	869	98.2
	Yes	16	1.8
	Total	885	100.0

A member of my family helped me.

	Frequency	Valid Percent
Valid No	819	92.5
Yes	66	7.5
Total	885	100.0

A professional interviewer helped me.

	Frequency	Valid Percent
Valid No	867	98.0
Yes	18	2.0
Total	885	100.0

My clinician / case manager helped me.

	Frequency	Valid Percent
Valid No	780	88.1
Yes	105	11.9
Total	885	100.0

A staff member other than my clinician or case manager helped me.

	Frequency	Valid Percent
Valid No	839	94.8
Yes	46	5.2
Total	885	100.0

Someone else helped me.

	Frequency	Valid Percent
Valid No	855	96.6
Yes	30	3.4
Total	885	100.0

If you have been receiving services for ONE YEAR OR LESS, were you arrested since you began to receive mental health services?

	Frequency	Valid Percent
Valid No	143	94.7
Yes	8	5.3
Total	151	100.0
Missing	30	
Total	181	

If you have been receiving services for ONE YEAR OR LESS, were you arrested during the 12 months prior to that?

	Frequency	Valid Percent
Valid No	153	95.0
Yes	8	5.0
Total	161	100.0
Missing	20	
Total	181	

If you have been receiving services for ONE YEAR OR LESS, since you began to receive mental health services, have your encounters with the police . . .

	Frequency	Valid Percent
Valid Been reduced	20	13.6
Stayed the same	9	6.1
Increased	1	.7
Not Applicable (No police encounters this year or last year)	117	79.6
Total	147	100.0
Missing	34	
Total	181	

If you have been receiving services for MORE THAN ONE YEAR, were you arrested during the last 12 months?

	Frequency	Valid Percent
Valid No	544	98.4
Yes	9	1.6
Total	553	100.0
Missing	56	
Total	609	

If you have been receiving services for MORE THAN ONE YEAR, were you arrested during the 12 months prior to that?

	Frequency	Valid Percent
Valid No	528	97.8
Yes	12	2.2
Total	540	100.0
Missing	69	
Total	609	

**If you have been receiving services for MORE THAN ONE YEAR,
over the last year, have your encounters with the police . . .**

		Frequency	Valid Percent
Valid	Been reduced	32	6.2
	Stayed the same	42	8.1
	Increased	8	1.5
	Not Applicable (No police encounters this year or last year)	438	84.2
	Total	520	100.0
Missing		89	
Total		609	

Perception of Access to Services

		Frequency	Valid Percent
Valid	Dissatisfied	1	.1
	Somewhat Dissatisfied	4	.5
	Neutral	82	9.6
	Satisfied	421	49.1
	Very Satisfied	349	40.7
	Total	857	100.0
Missing		28	
Total		885	

Perception of Quality & Appropriateness

		Frequency	Valid Percent
Valid	Dissatisfied	5	.6
	Somewhat Dissatisfied	11	1.3
	Neutral	87	10.4
	Satisfied	413	49.5
	Very Satisfied	319	38.2
	Total	835	100.0
Missing		50	
Total		885	

Perception of Participation in Treatment Planning

		Frequency	Valid Percent
Valid	Dissatisfied	4	.5
	Somewhat Dissatisfied	23	2.8
	Neutral	141	17.4
	Satisfied	363	44.8
	Very Satisfied	280	34.5
	Total	811	100.0
Missing		74	
Total		885	

Perception of Social Connectedness

		Frequency	Valid Percent
Valid	Dissatisfied	11	1.4
	Somewhat Dissatisfied	42	5.3
	Neutral	198	24.9
	Satisfied	379	47.6
	Very Satisfied	166	20.9
	Total	796	100.0
Missing		89	
Total		885	

Perception of Functioning

		Frequency	Valid Percent
Valid	Dissatisfied	4	.5
	Somewhat Dissatisfied	29	3.6
	Neutral	166	20.4
	Satisfied	418	51.3
	Very Satisfied	198	24.3
	Total	815	100.0
Missing		70	
Total		885	

Perception of Outcomes

		Frequency	Valid Percent
Valid	Dissatisfied	2	.3
	Somewhat Dissatisfied	15	1.9
	Neutral	170	21.3
	Satisfied	438	55.0
	Very Satisfied	172	21.6
	Total	797	100.0
Missing		88	
Total		885	

General Satisfaction

		Frequency	Valid Percent
Valid	Dissatisfied	3	.3
	Somewhat Dissatisfied	13	1.5
	Neutral	59	6.7
	Satisfied	379	42.8
	Very Satisfied	431	48.7
	Total	885	100.0

Descriptive Statistics for Satisfaction with Services Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
accscale	857	1.50	5.00	4.3133	.60791
appscale	835	1.00	5.00	4.2267	.66775
txscale	811	1.00	5.00	4.2189	.74569
socscale	796	1.00	5.00	3.8856	.81717
funscale	815	1.00	5.00	3.9540	.75129
outscale	797	1.00	5.00	3.9804	.66669
satscale	885	1.33	5.00	4.3716	.67039
Valid N (listwise)	721				

Quality of Life Survey Data

QOL_1. How do you feel about your life in general?

	Frequency	Valid Percent
Valid		
Terrible	19	2.3
Unhappy	46	5.7
Mostly Dissatisfied	41	5.1
Mixed	214	26.4
Mostly Satisfied	241	29.7
Pleased	185	22.8
Delighted	65	8.0
Total	811	100.0
Missing	74	
Total	885	

Descriptive Statistics for Living Situation Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Living Situation Subscales	812	1.00	7.00	4.9421	1.36454
Valid N (listwise)	812				

Descriptive Statistics for Daily activities and Functioning subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Daily Activities and Functioning Subscales	810	1.00	7.00	4.7685	1.17343
Valid N (listwise)	810				

Descriptive Statistics for Family Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Family Relations Subscales	676	1.00	7.00	4.8210	1.52162
Valid N (listwise)	676				

Descriptive Statistics for Social Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Social Relations Subscales	760	1.00	7.00	4.8866	1.17594
Valid N (listwise)	760				

QOL_6A. In the past month, were you the victim of any violent crimes such as assault, rape, mugging or robbery?

	Frequency	Valid Percent
Valid No	747	93.8
Yes	49	6.2
Total	796	100.0
Missing	89	
Total	885	

QOL_6B. In the past month, were you the victim of any non-violent crimes such as burglary, theft of your property or money, or being cheated?

	Frequency	Valid Percent
Valid No	708	89.2
Yes	86	10.8
Total	794	100.0
Missing	91	
Total	885	

QOL_7. In the past month, how many times have you been arrested for any crimes?

	Frequency	Valid Percent
Valid No arrests	717	98.9
1 arrest	4	.6
2 arrests	2	.3
4 or more arrests	2	.3
Total	725	100.0
Missing	160	
Total	885	

Descriptive Statistics for Legal & Safety Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Legal & Safety Subscales	809	1.00	7.00	4.9539	1.22749
Valid N (listwise)	809				

QOL_9. In general, would you say your health is ____?

		Frequency	Valid Percent
Valid	Excellent	25	5.9
	Very Good	65	15.3
	Good	143	33.6
	Fair	139	32.6
	Poor	54	12.7
	Total	426	100.0
Missing		459	
Total		885	

Descriptive Statistics for Health Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Health Subscales	803	1.00	7.00	4.4539	1.29146
Valid N (listwise)	803				